

Navigating the EOHHS Website for Medicaid Providers

February, 2015

PR0026 V2.2

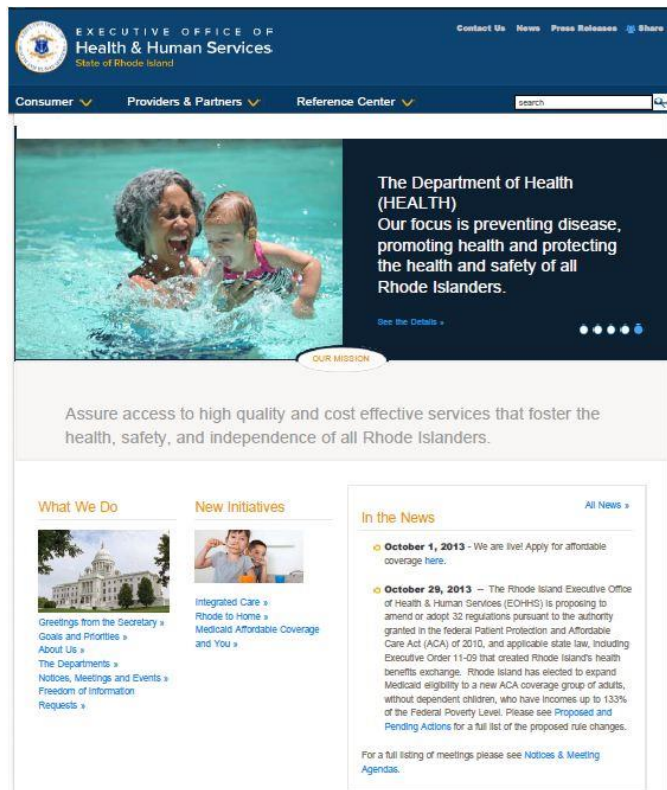


Welcome to the RI Executive Office of Health and Human Services (EOHHS) Website

Contents:

- *News and Information for Medicaid Providers*
- *Certification, Licensing and Registration*
- *Provider Manuals and Guidelines*
- *Forms and Applications*
- *Provider Training and Education*
- *Healthcare Portal*
- *Electronic Health Record Incentive Programs*
- *Provider Support*
- *Provider Enrollment*
- *Billing and Claims*

Your Starting Point:



For easy navigation of the website, bookmark the homepage of the EOHHS website:

www.eohhs.ri.gov

You can connect to all resources from this point.



Providers And Partners Tab

Clicking on this tab will display a drop down list of resources.

The screenshot shows the website of the Executive Office of Health & Human Services, State of Rhode Island. The header includes the organization's logo, name, and navigation links: Contact Us, News, Press Releases, and Share. Below the header is a navigation bar with three tabs: Consumer, Providers & Partners, and Reference Center. A red arrow points to the 'Providers & Partners' tab, which is currently selected. A dropdown menu is visible below this tab, listing various resources: Healthcare Portal, ICD-10 Implementation, Provider Training and Education, General Information, Certification, Licensing & Registration, Provider Enrollment, Billing & Claims, Provider Manuals & Guidelines, Forms & Applications, Program Tools & Resources, Grant & Contract Opportunities, and Program Integrity. To the right of the dropdown menu is a search bar with the text 'search' and a magnifying glass icon. Below the navigation bar, the main content area features a large image of a woman smiling, a section titled 'OUR MISSION' with a blue background and white text, and a section titled 'Assur' and 'health'.

EXECUTIVE OFFICE OF
Health & Human Services
State of Rhode Island

Contact Us News Press Releases Share

Consumer Providers & Partners Reference Center

search

Healthcare Portal
ICD-10 Implementation
Provider Training and Education
General Information
Certification, Licensing & Registration
Provider Enrollment
Billing & Claims
Provider Manuals & Guidelines
Forms & Applications
Program Tools & Resources
Grant & Contract Opportunities
Program Integrity

Executive Office of Health and Human Services –
Healthcare/Medicaid Program
Innovation today to transform
Rhode Island's health and human
services system...

See the Details on Healthcare »

Previous Next

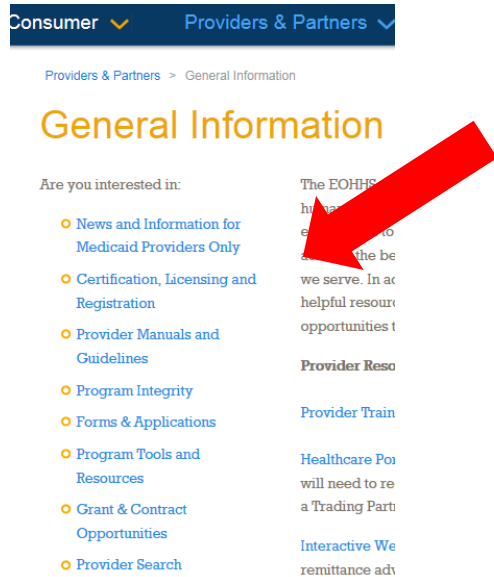
OUR MISSION

Assur
health

nd cost effective services that foster the
ce of all Rhode Islanders.

General Information Page

You can also access these resources, and more, from the General Information Page. This page has three main areas, covered in the next few slides.



The left side of the General Information page lists clickable links to various resources. The next few slides will expand on that list. Most of these resources can also be accessed from the Providers and Partners drop down list.

News and Information for Medicaid Providers Only

News > Provider News & Updates










Provider News & Updates

NEWS

The News and Information page connects you to the latest provider news and updates.

This page also contains the archive for the monthly Provider Updates.

PROVIDER UPDATES

- [Provider Update February 2015](#) 
- [Provider Update January 2015](#) 
- [Provider Update December 2014](#) 
- [Provider Update November 2014](#) 
- [Provider Update October 2014](#) 
- [Provider Update September 2014](#) 
- [Provider Update August 2014](#) 
- [Provider Update July 2014](#) 
- [Provider Update June 2014](#) 

Certification, Licensing, and Registration

This page contains information on certification, licensing and registration and shows the basic requirements of quality, safety and competence EOHHS partners and providers must meet to operate or practice in Rhode Island and to participate in health and human services.

It also contains the links to other state agencies who certify, license and register providers.



Provider Manuals and Guidelines

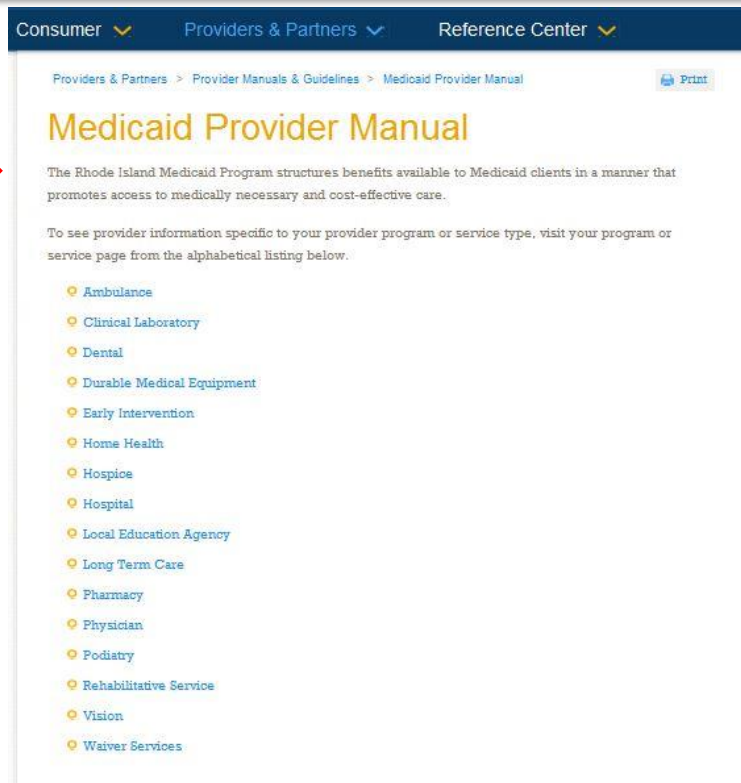
- This page contains links for reference guidelines for certain Medicaid providers. →
- For Medicaid coverage guidelines, for various provider types, click on the [Medicaid Provider Manual](#) link.

Medicaid
CEDARR Family Centers
BHDDH
DCYF
DOH
DHS

Medicaid Provider Manual

This page displays an alphabetical listing of the provider information manuals, by provider type.

Click on the provider type to access the manual.

A screenshot of a web page titled "Medicaid Provider Manual". The page has a dark blue header with navigation links: "Consumer", "Providers & Partners", and "Reference Center". Below the header, the breadcrumb trail reads "Providers & Partners > Provider Manuals & Guidelines > Medicaid Provider Manual". A "Print" button is in the top right. The main heading "Medicaid Provider Manual" is in orange. The text below states: "The Rhode Island Medicaid Program structures benefits available to Medicaid clients in a manner that promotes access to medically necessary and cost-effective care." and "To see provider information specific to your provider program or service type, visit your program or service page from the alphabetical listing below." A list of provider types follows, each with a yellow circle icon: Ambulance, Clinical Laboratory, Dental, Durable Medical Equipment, Early Intervention, Home Health, Hospice, Hospital, Local Education Agency, Long Term Care, Pharmacy, Physician, Podiatry, Rehabilitative Service, Vision, and Waiver Services.

Consumer ▾ Providers & Partners ▾ Reference Center ▾

Providers & Partners > Provider Manuals & Guidelines > Medicaid Provider Manual [Print](#)

Medicaid Provider Manual

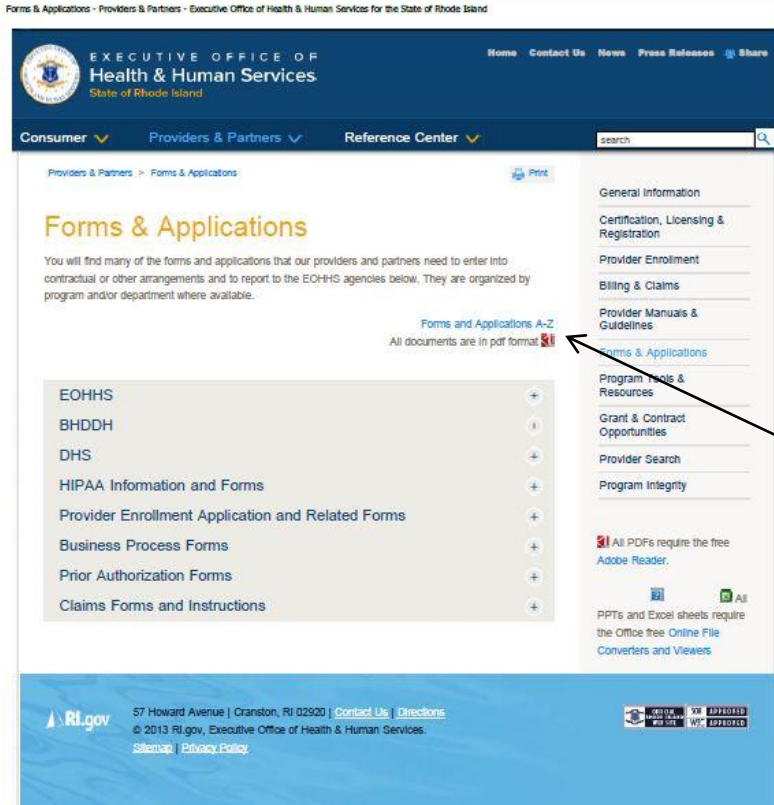
The Rhode Island Medicaid Program structures benefits available to Medicaid clients in a manner that promotes access to medically necessary and cost-effective care.

To see provider information specific to your provider program or service type, visit your program or service page from the alphabetical listing below.

- [Ambulance](#)
- [Clinical Laboratory](#)
- [Dental](#)
- [Durable Medical Equipment](#)
- [Early Intervention](#)
- [Home Health](#)
- [Hospice](#)
- [Hospital](#)
- [Local Education Agency](#)
- [Long Term Care](#)
- [Pharmacy](#)
- [Physician](#)
- [Podiatry](#)
- [Rehabilitative Service](#)
- [Vision](#)
- [Waiver Services](#)

Forms and Applications

Forms & Applications - Providers & Partners - Executive Office of Health & Human Services for the State of Rhode Island



EXECUTIVE OFFICE OF
Health & Human Services
State of Rhode Island

Home Contact Us News Press Releases Share

Consumer Providers & Partners Reference Center

Providers & Partners > Forms & Applications

Forms & Applications

You will find many of the forms and applications that our providers and partners need to enter into contractual or other arrangements and to report to the EOHHS agencies below. They are organized by program and/or department where available.

Forms and Applications A-Z
All documents are in pdf format.

- EOHHS
- BHDDH
- DHS
- HIPAA Information and Forms
- Provider Enrollment Application and Related Forms
- Business Process Forms
- Prior Authorization Forms
- Claims Forms and Instructions

General Information

Certification, Licensing & Registration

Provider Enrollment

Billing & Claims

Provider Manuals & Guidelines

Forms & Applications

Program Tools & Resources

Grant & Contract Opportunities

Provider Search

Program Integrity

All PDFs require the free Adobe Reader.

PPTs and Excel sheets require the Office free Online File Converters and Viewers

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CRITICAL SERVICES APPROVED

Forms and applications are found by clicking the plus sign (+) next to the appropriate topic. This will access the drop down list.

If you know the name of the form, you can also locate it through the **A-Z** list on this page.

General Information Page

The Center Section of the General Information Page contains other resources:

- **Provider Training and Education**
- **Healthcare Portal**
- **Electronic Health Record Incentive Program**
- **Customer Service Help Desk**

Provider Resources

Provider Training and Education

Healthcare Portal is now available - Existing Trading Partners/users will need to register. New Providers will need to enroll to become a Trading Partner then will need to register.

Electronic Health Record (EHR) Incentive Program

Customer Service Help Desk



Provider Training and Education

Providers & Partners > Provider Training and Education

Provider Training and Education Training Schedule

Provider E-Learning Center

Welcome to the Provider E-Learning Center. This section will be updated with new trainings as they become available. For best quality, after opening the presentation, click on the *Slide Show* tab, and click *From Beginning*. Click your mouse or space bar to advance the slides.

From this page, providers can access a schedule of training events and the E-Learning Center.

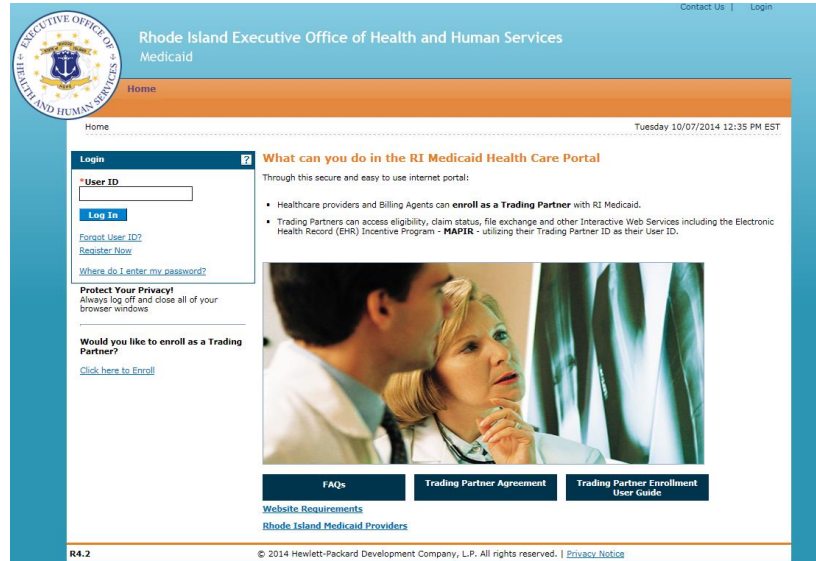
Additional trainings are being added to this page to support providers.



Healthcare Portal

This link connects providers to the Healthcare Portal to access eligibility, claim status, remittance advice, prior authorizations, and much more.

For more information, view the E-Learning training titled *Welcome to Medicaid*.



Electronic Health Record (EHR) Incentive Program

This page contains information relating to the EHR Incentive Program.

Electronic Health Records (EHR) Incentive Program

Overview

The American Recovery and Reinvestment Act of 2009 (Section 4201) established a program for payment to certain classes of Medicaid professionals and hospitals who adopt and become meaningful users of electronic health records - Medicaid EHR Incentive Program.

Administration of the Medicaid EHR Incentive Program is a combined effort of both the States and the Centers for Medicare and Medicaid Services (CMS). We recommend you visit the CMS web site to learn more about the program and use the Rhode Island Medicaid EHR Incentive Program web site to find answers to Rhode Island specific questions.

- Find out more about eligibility requirements for [Eligible Providers](#) and [Eligible Hospitals](#)
- Learn more about [Incentive Payments](#)
- Review the program's [Frequently Asked Questions](#) (FAQ's)



General Information Page

The right side of the General Information page gives access to two additional links:

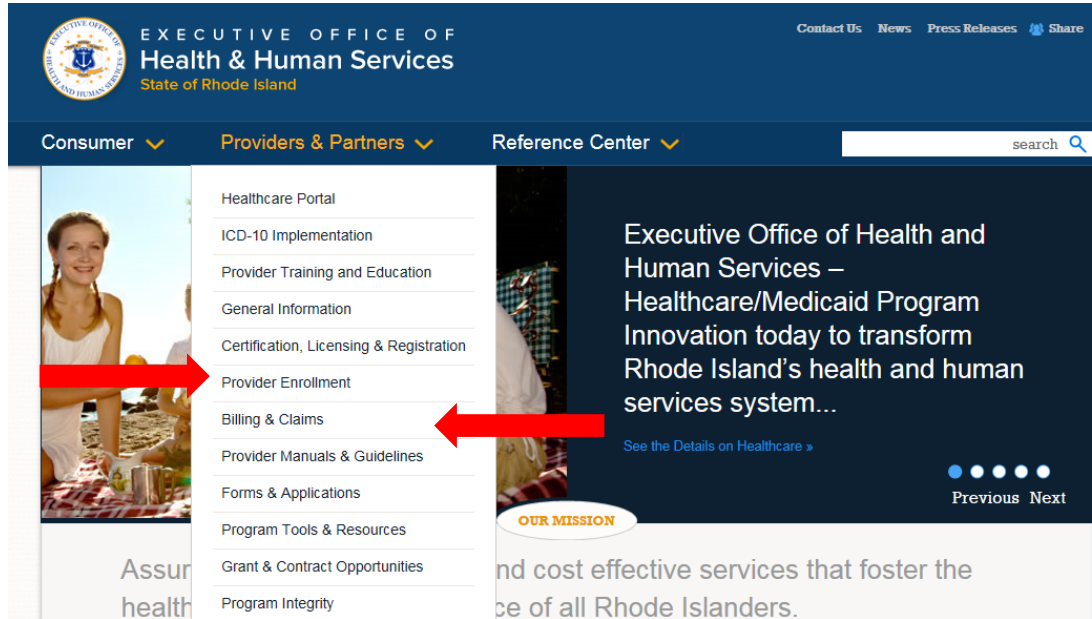
- **Provider Directories** – Click on your provider type to connect to your Provider Representative and access additional resources.
- **Provider Representatives** – Scroll through the list of Provider Representatives to locate the appropriate person for your provider type.



General Information
Provider Directories
Provider Representatives
Certification, Licensing & Registration
Provider Enrollment
Billing & Claims
Provider Manuals & Guidelines
Forms & Applications
Program Tools & Resources
Grant & Contract Opportunities
Provider Search
Program Integrity

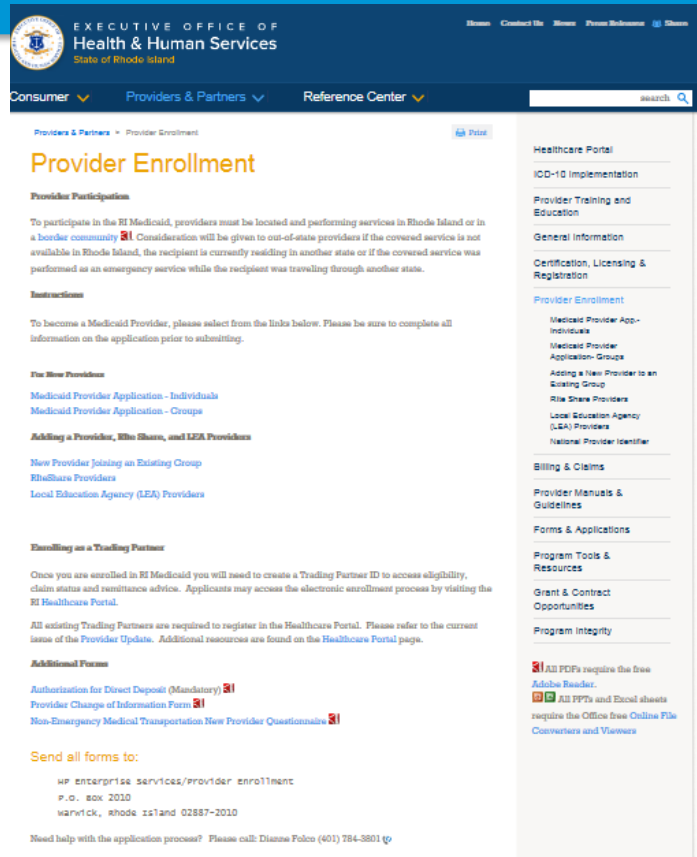
Providers And Partners Tab

There are two additional resources available through the Providers and Partners drop down list: **Provider Enrollment** and **Billing & Claims**.



Provider Enrollment

This page contains all of the information needed to become a Medicaid Provider, including all applications and forms that must be completed for enrollment.



The screenshot shows the website of the Executive Office of Health & Human Services, State of Rhode Island. The page is titled "Provider Enrollment" and is part of the "Providers & Partners" section. It includes a navigation bar with links for Home, Contact Us, News, Press Releases, and a Search bar. The main content area is divided into sections: "Provider Participation" (explaining eligibility for Medicaid providers), "Instructions" (guiding users through the application process), "New Providers" (listing links for individual and group applications), "Adding a Provider, Rite Share, and LEA Providers" (listing links for new providers, Rite Share providers, and LEA providers), "Enrolling as a Trading Partner" (explaining the process for trading partners), and "Additional Forms" (listing links for Direct Deposit, Change of Information, and Non-Emergency Medical Transportation forms). A "Send all forms to:" section provides a mailing address for HP Enterprise Services. A footer note mentions a contact person for assistance.

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Consumer Providers & Partners Reference Center

Providers & Partners > Provider Enrollment

Provider Enrollment

Provider Participation

To participate in the RI Medicaid, providers must be located and performing services in Rhode Island or in a **border community**. Consideration will be given to out-of-state providers if the covered service is not available in Rhode Island, the recipient is currently residing in another state or if the covered service was performed as an emergency service while the recipient was traveling through another state.

Instructions

To become a Medicaid Provider, please select from the links below. Please be sure to complete all information on the application prior to submitting.

New Providers

- Medicaid Provider Application - Individuals
- Medicaid Provider Application - Groups

Adding a Provider, Rite Share, and LEA Providers

- New Provider Joining an Existing Group
- RiteShare Providers
- Local Education Agency (LEA) Providers

Enrolling as a Trading Partner

Once you are enrolled in RI Medicaid you will need to create a Trading Partner ID to access eligibility, claim status and remittance advice. Applicants may access the electronic enrollment process by visiting the RI Healthcare Portal.

All existing Trading Partners are required to register in the Healthcare Portal. Please refer to the current issue of the **Provider Update**. Additional resources are found on the **Healthcare Portal** page.

Additional Forms

- Authorization for Direct Deposit (Mandatory)
- Provider Change of Information Form
- Non-Emergency Medical Transportation New Provider Questionnaire

Send all forms to:

HP Enterprise Services/Provider Enrollment
P.O. Box 2030
Warwick, Rhode Island 02887-2030

Need help with the application process? Please call: Dianne Polce (401) 784-3801

Healthcare Portal

- ICD-10 Implementation
- Provider Training and Education
- General Information
- Certification, Licensing & Registration
- Provider Enrollment**
 - Medicaid Provider App-Individuals
 - Medicaid Provider Application-Groups
 - Adding a New Provider to an Existing Group
 - Rite Share Providers
 - Local Education Agency (LEA) Providers
 - National Provider Identifier
- Billing & Claims
- Provider Manuals & Guidelines
- Forms & Applications
- Program Tools & Resources
- Grant & Contract Opportunities
- Program Integrity

All PDFs require the free Adobe Reader.
All PDFs and Excel sheets require the Office free Online File Converters and Viewers

Billing and Claims

The screenshot shows the website of the Executive Office of Health & Human Services, State of Rhode Island. The header includes the state seal and navigation links for Home, Contact Us, News, Press Releases, and a Search bar. The main navigation bar has dropdown menus for Consumer, Providers & Partners, and Reference Center. The breadcrumb trail indicates the path: Providers & Partners > Billing & Claims. The page title is "Billing and Claims". The main content area welcomes users to the RI Medicaid Program and lists several key topics: Recipient Eligibility Verification, Third Party Insurance, Prior Authorization, Submitting Claims to Medical Assistance, and Payment and Processing Schedule. Each topic has a brief description and a link to more information. A sidebar on the right contains a "Healthcare Portal" with links to various services like ICD-10 Implementation, Provider Training, and a "Billing & Claims" section with links to Claims Processing, Customer Service, and other related topics.

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Consumer Providers & Partners Reference Center

Providers & Partners > Billing & Claims

Billing and Claims

Welcome to the RI Medicaid Program! We are committed to helping you every step of the way. This section explains the basic standards required for billing and claims processing. If you are a new provider check out the [Welcome to Medicaid - New Provider e-Learning](#).

Recipient Eligibility Verification

[Recipient Eligibility Verification](#): What needs to be verified and tools that can be used to verify a recipient's eligibility.

Third Party Insurance

[Third Party Insurance](#): Third party insurance codes, forms, and requirements for billing RI Medicaid.

Prior Authorization

Prior approval (PA) may be required for some services, products or procedures to verify documentation for medical necessity. [Read more about Prior Authorization](#).

Submitting Claims to Medical Assistance

[Claims](#): Time limits, claims payment, adjustments, and other topics of interest to providers and billers.

Payment and Processing Schedule

July 2014 - July 2016 [PDF](#)
July 2013 - June 2014 [PDF](#)

Healthcare Portal

- ICD-10 Implementation
- Provider Training and Education
- General Information
- Certification, Licensing & Registration
- Provider Enrollment
- Billing & Claims**
 - Claims Processing
 - Customer Service
 - Prior Authorization
 - Provider Electronic Solutions (PES) Software
 - Electronic Data Interchange (EDI)
 - Fee Schedule
 - Payment and Processing Schedule
 - Recipient Eligibility Verification
 - Third Party Liability
- Provider Manuals & Guidelines
- Forms & Applications
- Program Tools & Resources
- Grant & Contract Opportunities
- Program Integrity

This page contains important information for billing and claims, including:

- Recipient Eligibility Verification
- Third Party Insurance
- Prior Authorization
- Submission of Claims
- Payment Processing Schedule

Thank you for viewing this training.

Please visit the E-Learning section for more training opportunities.

